

NEW OPERATIONS SYSTEM ALLOWS MANUFACTURER TO DELIVER PRODUCTS ON TIME, EVERY TIME

ABOUT VIPER NORTHWEST, INC. Viper Northwest is a highly responsive build-to-print job shop making precision fabricated and machined parts and assemblies. Established in 1985, Viper now employs over 150 people across five buildings in Albany, Oregon.

THE CHALLENGE. Viper Northwest takes pride in offering cutting-edge machining technology and employing people who bring world-class technical expertise and customer service to the table. As the company grew organically over the years, Viper's overall operational system was struggling to bring all these talents together in a way that delivered the capacity and lead times needed to satisfy customer demand.

MEP CENTER'S ROLE. Viper Northwest partnered with the Oregon Manufacturing Extension Partnership (OMEP), part of the MEP National Network, to accomplish a number of great changes over four years. OMEP provided consulting services in operational strategy, Lean Manufacturing techniques, scheduling, and leadership development and recruiting. It wasn't any one project or engagement that made the difference for Viper Northwest, but a combination of working with OMEP and a willingness on the part of the workforce to experiment and learn that allowed the company to flourish.

Viper established a machining operation capable of improved machine uptime by leveraging creative scheduling, programming, tool management, and sequencing. The company also worked with OMEP to create shop visuals and a machine tool maintenance (TPM) program. The improvements reduced waste and delivered cost savings. Viper is benefitting from improved operations, as well as a more engaged workforce, greater capacity, and increased sales.

"OMEP has assisted us with many projects and has consistently provided us with a different perspective to consider our problems. It is easy to get drawn in to the day to day challenges in the business, but OMEP helped us rise above that and work on the business."

-Kevin Davies, CEO

RESULTS



\$17,000 in increased/retained sales



\$500,000 in cost savings

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